

REMEDY ITSM 7.x



ISSUES LOG

Project Manager Name: Gae Lyn De Land

Change Management

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						
6						
7						
8						

Configuration Management – Asset Management

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						
6						
7						
8						

Configuration Management – Contracts

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						
6						
7						
8						

REMEDY ITSM 7.x

Configuration Management – Purchasing

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1	11-18-08	Fear that Remedy does not allow for smooth conversion from RFP to purchase.	Paul E	12-31-09		
2						
3						
4						
5						
6						
7						

Configuration Management Database

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						
6						
7						

Core System

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
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6						
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Service Desk Management – Incident Management

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1	11/24/08	Failure of team members to respond to requests	Gene	11/26/08	I will schedule a meeting	11/25/08
2						
3						
4						
5						
6						
7						

REMEDY ITSM 7.x

Service Desk Management – Problem Management

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1	11/24/08	Failure of team members to respond to requests	Gene	11/26/08	I will schedule a meeting	11/25/08
2						
3						
4						
5						

Service Level Management

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						

Service Request Management

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						

Remedy ITSM 7.x (Entire Project)

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1	01/17/08	May not have enough staff for new functionality	Russell Smith	10/01/10	Based upon team deadlines	
2	01/17/08	Out of the box might not meet agency needs	Project Manager	07/01/09	Based upon team deadlines	
3	10/21/08	Aries Interface	David Yearsley	12/31/09		
4	10/21/08	EIS Interface	David Yearsley	12/31/09		
5	10/21/08	Standards	Team Leaders	07/01/09	Based upon team deadlines	
6	10/21/08	SRM Configuration	Kathi Ercanbrack		Talk with Kathi	
7	10/21/08	Data standards from DHRM, UMD, Finance, etc.	Russell Smith	02/01/09		
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14						
15						

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Executive Steering Committee

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						
6						
7						